

PART 1 – POSITION DETAILS

Position Title	Library Assistant
Position Number	Generic
Division	Community & Belonging
Business Unit	Library Services
Grade	Various
Reports to	Library Branch Manager
Hours	Various
Status	Various
Date of last review and update	December 2017

NORTHERN BEACHES COUNCIL'S VISION AND VALUES

Our Vision is “Delivering the highest quality service, valued and trusted by our community” critical to this are our values of Trust, Respect, Integrity, Teamwork, Service and Leadership.

DIVISION

Community and Belonging

The Community and Belonging Division is responsible for actively engaging the community in encouraging a broad range of opportunities and activities that enable social interaction for people at each stage of their lives. The division promotes an inclusive community that is friendly and supportive, facilitates volunteering opportunities, provides fair access to information and breaks down institutional and social barriers to enable all people to participate in community life. The division finds opportunities to offer appropriately targeted services that can meet the evolving needs of our community. The Division comprises of the following business units, Customer Services, Children's Services, Community Services and Library Services.

PART 2 – BUSINESS UNIT OVERVIEW

The purpose of the Northern Beaches Library Service is Libraries for Life, Enhancing Leisure, and Learning. The service:

- Provides efficient customer-focused library services that deliver value to our community
- Provides library facilities and opportunities for literacy, lifelong learning, creativity, work, relaxation and play, and
- Develops staff capabilities and undertakes business initiatives to make continuous service improvements for our community.

PART 3 – ROLE PURPOSE & KEY RESPONSIBILITIES

Role Purpose

Reporting to the Library Manager, the key focus of the Library Assistant is to provide a range of quality customer-focused services and ensure the community is served effectively and efficiently according to library guidelines as a member of the library team.

Key Responsibilities

- Provide effective service to library customers and staff
- Provide assistance to customers with enquiries and research
- Assist clients to locate library materials
- Assist clients to use library equipment, materials and services
- Assist with maintenance of appearance, safety and security of library and library equipment
- Contribute to collection development
- Liaise with library suppliers as directed, and
- Attend meetings as required.
- Assist and deliver children's programmes and events as required

People Leadership

- Role model the Northern Beaches Councils values and behaviours
- Work with the team to take action and make decisions
- Communicate regularly with the team both formally and informally, and
- Be aware and contribute to the well-being of the team.

Operational

- Ensure compliance with Council processes and procedures
- Ensure compliance with relevant federal, state, local and statutory regulations including the requirements of the Code of Conduct, Equal Employment Opportunity (EEO) principles, the Work Health and Safety (WHS) Act, the Local Government Act and the requirements of ICAC, and
- Document and communicate WHS issues to the Manager.

Business Performance

- Identify and implement new processes, procedures or systems to improve efficiency
- Actively participate and contribute toward the improvement and integration of core services across council, and
- Drive innovation and creativity within the team to achieve increased business performance
- Contribute to the goals and plans within the team to achieve Business Unit outcomes.

**** Whilst this position description covers the key areas of responsibilities, this list is not exhaustive. Day to day tasks and responsibilities may vary and be in addition to those listed above (reasonably and within the limits of individual skills, competence and training).*

PART 4 – ESSENTIAL CRITERIA

Educational & Experience Requirements

- Higher School Certificate or equivalent
- Excellent customer service skills in a busy customer service environment
- Highly developed communication and interpersonal skills, including conflict resolution and negotiation
- Excellent organisational and time management skills
- Experience in delivering programs and events, and
- Computer literacy in Microsoft Word and Excel.
- Willingness to participate in a range of children's activities and programs designed for the community

Capabilities and Knowledge

- Demonstrated commitment to work as a member of a team providing quality customer service
- Demonstrated exceptional written and verbal communication skills
- Demonstrated improvement of work practices
- Demonstrated ability to think laterally to quickly and effectively solve problems and make decision
- Demonstrated commitment to work advertised hours and to vary days, hours, or standard location of work to meet the requirements of the seven day roster within which the Libraries operate.
- Demonstrated ability to initiate and respond effectively to change, and
- Demonstrated commitment to EEO, WHS and ethical practice principles.

PART 5 – DESIRABLE CRITERIA

- Experience in using Library Management Systems
- Knowledge and understanding of local government
- Previous experience in a public library, and
- Current unencumbered NSW Driver's Licence.